

# 7 Treatment of Inbound Mail

## 710 U.S. Customs Information

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### 711 Customs Examination of Mail Believed to Contain Dutiable or Prohibited Articles

#### 711.1 What Is Subject to Examination

All mail originating outside the customs territory of the United States (i.e., outside the 50 states, the District of Columbia, and Puerto Rico) is subject to customs examination, except the following:

- a. Mail addressed to ambassadors and ministers (chiefs of diplomatic missions) of foreign countries.
- b. Letter mail known to contain or believed to contain only correspondence or documents addressed to diplomatic missions or to the officers of diplomatic missions; to international organizations designated by the president as public international organizations pursuant to the International Organizations Immunities Act; and other mail addressed to such international organizations pursuant to instructions issued by the U.S. Department of the Treasury.
- c. Mail known to contain or believed to contain only official documents addressed to officials of the U.S. government.
- d. Refer to ASM 274.94 for examination procedures to be followed for mail addressed for delivery in the Virgin Islands, American Samoa, the Northern Mariana Islands, Guam, and Puerto Rico.

#### 711.2 Treatment of Mail Believed to Contain Dutiable or Prohibited Articles

##### 711.21 Treatment at Exchange Offices

##### 711.211 Submission to Customs Officers

Mail believed to contain articles liable to customs duty or prohibited articles is submitted immediately to a customs location as identified in 711.62, except when exchange offices are authorized to redispach such mail to designated distribution offices for customs treatment.

**711.212 Tag 10**

Exchange offices that redispach mail for submission to customs offices will attach Tag 10, *Supposed Liable to Customs Duty* (previously Label 81), to the label holders or hasps of sacks or pouches. Tag 10 is a reusable pink slotted tag, bearing the words *This sack contains mail supposed liable to customs duty*.

**711.22 Treatment at Distribution Offices****711.221 Submission to Customs Officers**

Distribution offices will submit mail believed to contain articles liable to customs duty or prohibited articles to customs officers as soon as possible after receipt.

**711.222 Return of Tag 10**

Quantities of reusable Tags 10 that have been removed from sacks containing such mail should be returned periodically. These tags should be sent to the postmaster at either New York, New Orleans, San Francisco, Seattle, or Miami, as appropriate from a geographic standpoint.

**711.23 Priority Treatment of Airmail**

Airmail items receive preferential customs treatment and are submitted to customs separately from surface mail. Upon return from customs, airmail items will be dispatched by air, if that can expedite delivery.

**711.3 Examination of Registered Mail and Sealed Letters**

The postmaster or other designated employee must be present when registered mail and sealed letters (except unregistered sealed letter mail bearing a green customs label) are opened by customs officers for examination. After customs treatment, the customs officer will repack and reseal the mail.

**711.4 Extraction of Samples for Advisory Information**

Should a customs officer wish to obtain advisory information from a local trade expert or from the Customs Information Exchange, permit him or her to extract a sample of the contents. The customs officer will furnish the Postal Service official with two copies of Customs Form 6423, *Notice of Damage, Shortage, or Samples Retained and Notice to Call for Samples* — one for enclosure in the package and the other for the Post Office files. If the sample is to be forwarded to New York, dispatch it under official registration to:

POSTMASTER  
JAMES A FARLEY BLDG  
US POSTAL SERVICE  
421 8TH AVE  
NEW YORK NY 10199-0998

for delivery to:

CUSTOMS INFORMATION EXCHANGE  
US CUSTOMS HOUSE  
6 WORLD TRADE CENTER  
NEW YORK NY 10048-0001

## 711.5 Treatment of Mail Following Customs Examination

### 711.51 Repacking After Customs Examination

#### 711.511 Responsibility of Customs and Postal Service Employees

Customs employees are responsible for repacking and resealing mail of foreign origin after customs examination. Postal Service employees accepting mail that has been in customs custody for examination must determine from external inspection whether the mail can safely bear further handling and transportation. Customs employees are responsible for restoring mail that is not in satisfactory condition.

#### 711.512 Customs Shipments in Bad Order

Shipments found to be in bad order in transit or at the delivery office must be reconditioned by Postal Service employees. After reconditioning such mail, the employee should note, over his or her signature on the address side of the wrapper, the bad order and any evidence of rifling or damage.

### 711.52 Identification of Dutiable/Nondutiable Articles

When U.S. Customs determines that an inbound shipment is subject to duty payment by the addressee, the mailpiece will be returned to the Postal Service bearing a red, adhesive-backed envelope, which contains Customs Form (CF) 3419, *Mail Entry — Customs*. When U.S. Customs determines that an inbound shipment is *not* subject to duty payment by the addressee, the mailpiece will be returned to the Postal Service without a “passed free” stamp or other Customs Service endorsement.

## 711.6 Handling Subsequent to Customs Inspection

### 711.61 Postal Service Handling Procedures

All foreign originating mailpieces that do not bear a Customs Form (CF) 3419, *Mail Entry — Customs*, are presumed to have been “cleared through customs” without duty being assessed. Accordingly, such articles should be processed for onward dispatch, without additional delay.

**Note:** U.S. Customs officers are no longer placing a diamond-shaped “passed free” stamp on inbound mailpieces that are found to be *nondutiable*.

**711.62 U.S. Customs Service Locations**

U.S. Customs officers at the following locations are authorized to (1) inspect foreign-originating mailpieces that arrive through each designated port of entry; and (2) evaluate protests by addressees who are dissatisfied with the assessed value, rate, or amount of duty charged (see 713.23):

California:	US CUSTOMS SERVICE 300 NORTH LOS ANGELES ST RM B-202 LOS ANGELES CA 90012-3308  US CUSTOMS SERVICE 1675 7TH ST RM 416 OAKLAND CA 94615-0001
Florida:	FOREIGN MAIL BRANCH US CUSTOMS SERVICE PO BOX 59-3244 1751 NW 79TH AVE MIAMI FL 33126-1112
Hawaii:	US CUSTOMS SERVICE 3599 NORTH NIMITZ HWY HONOLULU HI 96818-4415
Illinois:	FOREIGN MAIL UNIT US CUSTOMS SERVICE AMF O HARE 11600 W IRVING PARK RD CHICAGO IL 60666-9998
Michigan:	FOREIGN MAIL SECTION US CUSTOMS SERVICE GENERAL MAIL FACILITY 1401 WEST FORT ST RM 226 DETROIT MI 48233-1001
Minnesota:	US CUSTOMS SERVICE 180 EAST KELLOGG BLVD RM 506 ST PAUL MN 55101-1438
New Jersey:	US CUSTOMS SERVICE NEW JERSEY INT'L & BULK MAIL CTR 80 COUNTY RD JERSEY CITY NJ 07097-9998
New York:	US CUSTOMS SERVICE 1200 WILLIAMS ST BUFFALO NY 14240-9998  MAIL BRANCH US CUSTOMS SERVICE AMF JFK 250 NORTH BOUNDARY RD BLDG 250 JAMAICA NY 11430-9998

Texas:	US CUSTOMS SERVICE AMF DALLAS/FORT WORTH PO BOX 619050 2300 WEST 32ND ST DALLAS TX 75261-9050
U.S. Virgin Islands:	MAIL BRANCH FACILITY US CUSTOMS SERVICE SUGAR ESTATE POST OFFICE CHARLOTTE AMALIE VI 00801-9998
Washington:	US CUSTOMS SERVICE 16601 AIR CARGO RD SEATTLE WA 98158-9998

## 712 Customs Clearance and Delivery Fee

### 712.1 Description

#### 712.11 Collecting Postal Service Fees

Post Office facilities must collect a Postal Service fee from the addressee for each item on which customs duty or Internal Revenue tax is collected. The Postal Service fee is authorized by international postal agreements to reimburse the Postal Service for costs it incurs clearing items through customs and collecting customs duties at the time of delivery.

#### 712.12 Collecting Postal Service Fee for Each Package

The Postal Service fee is collected on each package bearing a mail entry Customs Form CF 3419, *Mail Entry — Customs*. When a single mail entry form covers several packages, the Postal Service fee is collected only on the package bearing the CF 3419. The mail entry customs form CF 3419 is enclosed in a red adhesive Treasury Department envelope attached to the outside wrapper or envelope. The form indicates the tariff item number, rate of duty, and amount of duty to be collected plus a customs processing fee, which is assessed on all dutiable mail shipments.

#### 712.13 Accounting for the Postal Service Fee

The Postal Service fee, which is retained by the U.S. Postal Service, is accounted for by affixing postage-due stamps to the articles or to a postage-due bill and canceling.

#### 712.14 Recording and Reporting

See 713.46 concerning the recording and reporting of customs duty collections.

**712.2 Articles Exempted From Postal Service Fee**

Post Office facilities will not collect a Postal Service fee for customs clearance and delivery in the following cases:

- a. On dutiable articles from overseas U.S. Post Office facilities (civil or military).
- b. On parcels assessed with duty that are delivered without collection of duty under 713.233e.
- c. On mail items examined and passed free of duty by U.S. Customs.

**712.3 Amount of Postal Service Fee**

The Postal Service fee for customs clearance and delivery for each dutiable item is \$4.50.

**712.4 Postal Service Fee Not Refundable**

The Postal Service fee for customs clearance and delivery is not refundable by the U.S. Postal Service even though the U.S. Customs Service may later refund the duty paid by the addressee.

**712.5 Customs Duties and Customs Fee Not Exempt**

The exemptions provided for in 712.2 apply only to the Postal Service fee for Customs clearance and delivery. Customs duties and customs fees are not exempt from collection.

**713 Treatment of Dutiable Mail at Delivery Office****713.1 Detection and Dispatch of Dutiable Mail****713.11 Detecting Dutiable Items**

Postal Service employees will promptly examine all inbound mail to detect dutiable items. Dutiable mail will bear the "Original" and "Addressee Receipt" copies of Customs Form 3419, *Mail Entry — Customs*, which is enclosed in a red adhesive Treasury Department envelope attached to the wrapper or envelope.

**713.12 Dispatch to Delivery Units**

Dutiable mail will be forwarded promptly to delivery units.

**713.2 Delivery of Dutiable Mail****713.21 Delivery Methods****713.211 By Whom Delivered**

Dutiable mail will be delivered by city and rural carriers and by window delivery units.

**713.212 PS Form 3849, Delivery Notice/Reminder/Receipt**

PS Form 3849, *Delivery Notice/Reminder/Receipt*, is used to notify addressees of the arrival of dutiable mail.

**713.22 Delivery Procedures****713.221 Charging Delivery Employee**

- a. Charge mail and both copies of CF 3419 (see 713.11) to the delivery employee on PS Form 2944, *Receipt for Customs Duty Mail*, prepared in duplicate. For control and auditing purposes, enter on PS Form 2944 the mail entry numbers as shown on CF 3419. Retain both copies of PS Form 2944 at the Post Office facility as a record of the employee's accountability.
- b. Supply the delivery employee with proper postage-due stamps for use in collecting the customs clearance and delivery fee prescribed in 712.

**713.222 Addressee's Examination of Dutiable Mail**

Addressees are not permitted to examine the contents of dutiable mail until the duty has been paid.

**713.223 Signing Customs Entry Forms**

When customs charges are collected and delivery is made, the delivery employee will follow this procedure:

- a. Obtain the addressee's signature and date of delivery on the "Original" copy of CF 3419, as well as on PS Form 3849.
- b. If appropriate, the delivery employee will scan/enter the mailpiece barcode and enter the corresponding event code in the handheld or POS ONE scanner.
- c. Sign and date the "Addressee Receipt" copy of CF 3419 and give it to the addressee as a receipt for the duty paid.
- d. Turn in the amount collected with the signed "Original" copy of CF 3419 and signed PS Form 3849. Turn in any undelivered mail with both copies of CF 3419.

**713.224 Clearing Delivery Employee**

- a. *Post Office facilities with 950 or more revenue units.* The carrier's accountability will be cleared by a clearing clerk, who will complete both copies of PS Form 2944, prepared pursuant to 713.221, and give them to the carrier. The carrier will deposit the original copy of the form in the slotted and locked receptacle provided for that purpose and file the duplicate copy, which he or she will retain for 3 months after the last day of the month of issue. The original copies of PS Form 2944 can only be removed from the locked receptacle by a supervisor or employee other than the clearing clerk, and must be forwarded daily to the chief accountant or other designated employee. Employees at delivery windows who have been charged with dutiable mail will be similarly cleared but, in addition, will be required to execute a new PS Form 2944 covering all dutiable mail remaining in their custody at the close of business.
- b. *At other Post Office facilities.* The delivery employee's accountability will be cleared in the same manner as for domestic COD transactions.
- c. *PS Forms 3849.* Electronic record management sites will dispatch all signed PS Forms 3849 with mail to be forwarded via pouch to the Computerized Forwarding System (CFS) site serving that office.

Manual record management sites will file PS Forms 3849 in the consolidated file by the last two digits of the article number.

**713.23 Addressee Protests Duty Charged**

**713.231 Alternatives Available to Addressee**

When an addressee objects to the assessed value, rate, or amount of duty charged, the following alternatives are available:

- a. Addressee may take delivery, pay the duty and postal fees, and protest (within 90 days from the date duty is paid) directly to the issuing customs port.
- b. Addressee may definitely refuse the mail if he or she does not wish to pay the duty or to protest the duty assessment.
- c. Addressee may conditionally refuse the mail pending review of the entry by the U.S. Customs Service.

**Note:** Postal Service procedures for alternatives (b) and (c) are described in 713.232 and 713.233.

**713.232 Definite Refusal of Dutiable Mail**

If the addressee elects alternative (b) in 713.231, the delivery employee will make it clear to the addressee that the mail will be disposed of immediately as undeliverable. Then the delivery employee will mark the mail *Refused*, and date and initial it. If appropriate, the delivery employee will scan/enter the mailpiece barcode and enter the corresponding event code in the handheld or POS ONE scanner. Then the delivery employee will return the mailpiece with both copies of CF 3419 (see 713.11) to the Post Office facility for disposal (see 713.51).

**713.233 Conditional Refusal of Dutiable Mail**

If the addressee elects alternative (c) in 713.231, the Postal Service procedure is as follows:

- a. Delivery employee will advise addressee to submit his or her protest in writing to the postmaster. It should be accompanied by any evidence the addressee may have that will substantiate the claim (i.e., invoice, declaration of value, etc.). The addressee should also provide the CF 3419 and any other particulars that will assist in relating the protest to a specific item of mail at the Post Office facility.
- b. Delivery employee will mark the mail "ADDRESSEE PROTESTS DUTY," date and initial the notation, and return the mail with both copies of CF 3419 to the Post Office facility to await receipt of the addressee's written protest.
- c. If the addressee's written protest is not received *within 5 days* after the mail has been returned to the Post Office facility, notify the addressee that the mail is on hand and will be held for only 5 more days. Mark the mail "NOTIFIED" and date it. If the addressee does not furnish the required statement within another week, endorse the mail "UNCLAIMED," and date and treat it as prescribed in 713.3 or 713.5, as appropriate.



- d. On receipt of the addressee's written protest, the Post Office facility will promptly:
  - (1) Prepare report, in duplicate, on PS Form 2937, *Importer's Objections*.
  - (2) Forward original of PS Form 2937, with supporting statements and both copies of CF 3419, to the customs mail division where CF 3419 was prepared, unless the addressee is located in the vicinity of one of the customs offices listed in 711.62. In the latter case, the original of Form 2937, both copies of CF 3419, and the other documents may be sent to the local customs office for consideration of the protest.
  - (3) Retain the mail with the duplicate of PS Form 2937 and await the decision of the customs office. If the customs office requests that the mail be submitted for inspection, it should be forwarded immediately.
- e. If an adjustment is made by the customs officer, he or she will endorse the adjustment on both copies of CF 3419 and return them with the original of PS Form 2937 to the postmaster. When the package is delivered, the delivery employee will collect and report the corrected amount of duty and handle as prescribed in 713.46. If the adjusting customs officer waives the duty, the mail will be reported as an uncollected item, as prescribed in 713.52.
- f. If no decision on a protest is received from the customs office within 30 days, request that the matter be expedited. Continue to hold the mail until a decision is received.
- g. Whenever applicable during this process, the mailpiece barcode should be scanned/entered and the corresponding event code entered in the handheld or POS ONE scanner.

### 713.3 Forwarding or Returning Dutiable Mail

#### 713.31 Forwarding Dutiable Mail Within the U.S.

##### 713.311 Procedures

Forward dutiable mail as prescribed in 764.1. Allow CF 3419 to remain attached to the redirected mail in its original envelope, which is also redirected to the new address.

##### 713.312 PS Form 3849, Delivery Notice/Reminder/Receipt

- a. *Manual Record Management Sites:* Prepare PS Form 3849 to show the name and address of the addressee, forwarding address, and name of port where the duty was assessed.
- b. *Electronic Record Management Sites:* Scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

**713.313 Disposition of PS Form 3849**

- a. *Manual Record Management Sites:* File PS Form 3849 with other delivery records.
- b. *Electronic Record Management Sites:* Send delivery receipts to the appropriate Computerized Forwarding System (CFS) unit.

**713.32 Forwarding Dutiable Mail to Another Country****713.321 Customs Form 3419**

When dutiable mail is entitled to be forwarded to another country, detach both copies of CF 3419, endorse them "ADDRESSEE MOVED OUTSIDE JURISDICTION OF THE UNITED STATES," and report the mail as an uncollected item, as prescribed in 713.52. If applicable, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

**713.322 Procedures**

See 764.2 concerning procedures for forwarding mail.

**713.33 Returning Dutiable Mail to Sender****713.331 Customs Form 3419**

When dutiable mail is to be returned to the sender, detach both copies of CF 3419; endorse them "REFUSED," "UNCLAIMED," etc.; and report the mail as an uncollected item as prescribed in 713.52. If applicable, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

**713.332 Procedures**

See 772 for procedures for returning mail.

**713.34 Forwarding or Returning Dutiable Mail by Stations and Branches**

Postmasters may authorize stations and branches to forward or return mail directly from those units, without sending the mail to the main office.

**713.4 Payment of Duty****713.41 Rate Information**

Customers desiring information concerning rates of duty or other customs procedures should communicate directly with the nearest customs office (see 711.62) or with:

COMMISSIONER OF CUSTOMS  
US CUSTOMS SERVICE  
US DEPARTMENT OF THE TREASURY  
1301 CONSTITUTION AVE NW  
WASHINGTON DC 20229-0001

**713.42 Prepayment of Customs Duty Abroad**

No provision is made for the prepayment abroad of customs duty on mail shipments addressed for delivery in the United States.

**713.43 Registration of Items to Be Returned to the United States****713.431 Customs Form 4455, Certificate of Registration**

Before sending an item abroad for alterations, repairs, use, or replacement, the owner should submit it to a customs officer for issuance of a *Certificate of Registration* (Customs Form 4455). Otherwise, the package may be subject to a customs duty when it is returned to the United States.

**713.432 Certification by Postal Service Personnel**

Due to the lack of customs offices in many parts of the country, customers often are unable to have items registered with the U.S. Customs Service before sending them abroad, or are able to do so only after considerable expense and inconvenience. As a service to Postal Service customers, postmasters — or employees they designate — may certify the exportation of items mailed abroad for alteration, repair, use, or replacement under the following conditions:

- a. The customer must live more than 20 miles from a customs office. In addition to those listed in 711.62, there are a number of other customs locations throughout the country. A customer who lives within 20 miles of any customs office must have the item certified by a customs officer.
- b. The customer must present the items to be exported in an open state. The package must be accompanied by an original and duplicate copy of Customs Form 4455, which is completed and signed by the sender, and a customs declaration form(s) appropriate to the class of mail. (See 123 for declaration requirements.) Customers may obtain Customs Form 4455 from any customs office.
- c. The postmaster or designated Postal Service employee must check to see that the description of the item to be exported is the same on both Customs Form 4455 and the customs declaration form. If the description is the same, he or she certifies to the mailing (lading) by completing the “Signature of Customs Officer” space on both copies of Customs Form 4455. A Certificate of Mailing fee of \$0.90 must be charged and accounted for by affixing postage stamps to the original and duplicate copies of Customs Form 4455 and canceling each stamp with the Post Office date stamp.
- d. Both copies of Customs Form 4455 must be returned to the customer. The customer must insert the original in the package so that the foreign addressee can return it with the merchandise. The customer should retain the duplicate for possible use in clearing the merchandise upon its return.
- e. After the customer has inserted the original Customs Form 4455, he or she must secure and seal the package and return it to the acceptance employee, who will handle it in the usual manner.

**713.44 Return of Audio-Visual Materials**

Customs Form 3311, *Declaration for Free Entry of Returned American Products and/or Certificates of Exportation*, should accompany outbound shipments of educational films sent to foreign addressees on a loan or rental basis. By enclosing Customs Form 3311, the mailer is indicating that the

contents of the shipment are eligible for duty-free handling and classification upon reentry into the United States. This procedure is applicable to shipments of educational films valued at \$250 or less, which have been produced in the United States and are returned through the mail by foreign consignees. Customs Form 3311 can be obtained at any Customs Service office.

#### 713.45 **Assessment of Duty in Foreign Countries**

The assessment of customs duty in foreign countries is outside the control of the U.S. Postal Service. Postal Service employees must not attempt to inform customers whether any items — either gifts or commercial shipments — will be subject to customs duty. It may be suggested to customers, however, that they inform the addressee before they mail so that the latter may determine whether those items are dutiable. No provision is made for prepayment of customs duty on mail addressed for delivery in foreign countries.

#### 713.46 **Recording and Reporting Collections**

Post Office facilities making delivery/collection of dutiable mail will deposit the customs collections with Postal Service funds. (See Handbook F-1, *Post Office Accounting Procedures*, 781 Customs Collection, for accounting and control functions, and the preparation of PS Form 2932, *Customs Collections Summary*.)

#### 713.5 **Treatment of Uncollected Items**

##### 713.51 **Disposal of Uncollected Items**

When it is definitely established that a dutiable package is undeliverable, detach both copies of CF 3419, *Mail Entry — Customs*, and treat the package as prescribed in 770. Mark the mail entry forms to show the reason for nondelivery, and report as prescribed in 713.52.

##### 713.52 **Reporting of Uncollected Items**

##### 713.521 **PS Form 2933, Register of Uncollected Customs Charges**

Complete PS Form 2933, *Register of Uncollected Customs Charges*, in duplicate, listing uncollected items in numerical order according to the seven-digit serial numbers on CFs 3419.

##### 713.522 **Disposition of PS Form 2933**

Forward the original PS Form 2933, with both copies of CF 3419, to:

NATIONAL FINANCE CENTER  
MAIL ENTRY UNIT  
US CUSTOMS SERVICE  
PO BOX 68907  
INDIANAPOLIS IN 46278

If supporting Customs Form 3342, *Declaration for Free Entry of Gifts and/or Authorization to Postmaster to Deliver Mail Importation Conditional Free of Duty*, or other statements are necessary, they must be forwarded with the original PS Form 2933 and copies of the CF 3419 sent to the Regional Commissioner of Customs.

**713.523 Filing of PS Form 2933, Register of Uncollected Customs Charges**

File duplicate PS Form 2933 for reference purposes.

**713.524 Reports**

Prepare reports as needed, but not less frequently than weekly.

**713.53 Past-Due Entries**

When the U.S. Customs Service fails to receive a remittance of duty or report of disposition made of a dutiable package, the postmaster will receive a set of reproduced copies of CF 3419. In this circumstance, a search should be made at the Post Office of address and a report of its findings made to the Regional Commissioner of Customs at the address shown in 713.522.

**713.54 Detached Customs Mail Entries**

When a detached CF 3419 is found, attempt to locate the related package and attach the form to it. If the package cannot be located, send CF 3419 to:

ACCOUNTING DIVISION  
US CUSTOMS SERVICE  
1301 CONSTITUTION AVE NW  
WASHINGTON DC 20229-0001

**713.6 Refund of Customs Duty****713.61 Action by Postmaster****713.611 General**

Amounts collected on CF 3419 are *not* refundable by postmasters. An addressee who requests a refund of duty should be advised to make application to the customs office that issued the mail entry forms *within 90 days* from the date the duty is paid. If a refund is claimed for damage, it is suggested that the package be forwarded with the application. Any addressee wishing to abandon the package to the government should so state in the application.

**713.612 Addressee's Request for Refund**

If the addressee wishes to request a refund of duty from the Customs Service and intends to file an indemnity claim with the Postal Service, he or she must present the contents, container, and complete wrapping to the postmaster for the inspection in conjunction with the preparation of PS Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail*. Following this inspection, the postmaster accepting the claim will provide the claimant with a statement to the effect that:

- a. The Postal Service has accepted the damage claim and has received the abandoned merchandise;
- b. The package and its wrapper and contents with no commercial value have been presented to and retained by the Postal Service; and

- c. The documents, including the customer's yellow receipt copy of CF 3419, indicated that customs duty in the stated amount was paid by the customer.

**Note:** This statement, which is to be provided to the customer by the postmaster, is to accompany the customer's application to the Customs Service for refund of duty. If this statement accompanies the application, the presentation of the abandoned articles is not required by the Customs Service.

## 713.62 Refunds by Customs Service

### 713.621 Refund of Duty on Abandoned Merchandise

A request for refund of duty paid will be considered by the Customs Service when merchandise covered by CF 3419, *Mail Entry — Customs*, is abandoned, provided:

- a. The abandoned merchandise represents five percent or more of the total value of all merchandise of the same class or kind entered in the invoice in which the item appears.
- b. The abandoned merchandise is delivered to the customs office where the CF 3419 was issued, within 90 days of the date of delivery (unless the Secretary of the Treasury authorizes a longer time in writing).

### 713.622 Refund of Duty on Returned Merchandise

- a. The refund of duty paid "less 1 percent" will be considered by the Customs Service when merchandise covered by CF 3419, *Mail Entry — Customs*, is returned, provided:
  - (1) The returned merchandise does not conform to the sample or specification, or has been shipped without the consent of the consignee.
  - (2) The returned merchandise is delivered to Customs Service custody for exportation within 90 days of the date of delivery (unless the Secretary of the Treasury authorizes a longer time in writing).
- b. The postal charges incident to returning the merchandise to the sender must be paid by the addressee.

### 713.623 Refund of Duty on Goods Lost En Route

The Customs Service will not refund the duty paid when goods are lost en route after an addressee has paid the customs duty at the Post Office facility and requested that delivery be made at his or her residence or place of business. In addition, the Postal Service does not make any refunds of customs duty.

### 713.624 Refund of Duty as Drawback on Exported Merchandise

See 580 for drawback arrangements.

## 720 Plant and Animal Quarantine Inspection

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### 721 What Is Subject to Inspection

All packages that contain plants, plant products, soil, plant pests, plant material used for packing, animals, and animal products and byproducts, including meats, are subject to agricultural quarantine inspection by the U.S. Department of Agriculture (see DMM C022).

### 722 Segregation and Handling

#### 722.1 Treatment of Packages Labeled for Inspection

##### 722.11 Dispatch of Packages

Dispatch packages bearing green and yellow or red and white address labels to the Agriculture Department inspection points shown on the labels.

##### 722.12 Marking

After the packages are inspected and cleared, they will be stamped "RELEASED" or "TREATED AND RELEASED," redirected to the addressees, and returned to the mail for delivery.

#### 722.2 Treatment of Packages Exempt From Inspection

Undamaged packages bearing the Agriculture Department label *Importation Authorized* should be forwarded directly to the Post Office of address. If packages bearing this label are damaged, recondition them if necessary, and forward for agricultural inspection as prescribed in 722.3.

#### 722.3 Treatment of Unauthorized Importations

Mark "FOR AGRICULTURAL QUARANTINE INSPECTION" on packages containing the articles listed in 721 but not bearing any Agriculture Department labels or inspection stamps. Forward them under seal to the postmaster at the most accessible location listed in 723.

#### 722.4 Packages Containing Prohibited Material

Upon inspection, packages found to contain prohibited agricultural material are either (1) released for delivery after removal of the prohibited contents and insertion of a notice by the inspector, or (2) marked "REFUSED ENTRY" (or a similar notation) and returned to origin.

## 723 Agriculture Inspection Stations and Offices

Inspectors of the Plant Protection and Quarantine Programs, U.S. Department of Agriculture, are stationed at the following locations:

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Agana, GU	Fort Lauderdale, FL	Portland, ME
Anchorage, AK	Galveston, TX	Portland, OR
Astoria, OR	Hidalgo, TX	Presidio, TX
Atlanta, GA	Hilo, HI	Progreso, TX
Baltimore, MD	*Hoboken, NJ	Roma, TX
Bangor, ME	*Honolulu, HI	Rouses Point, NY
Baton Rouge, LA	Houston, TX	St. Louis, MO
Blaine, WA	Jacksonville, FL	St. Paul, MN
Boston, MA	*Jamaica, NY (JFK Airport)	San Antonio, TX
*Brownsville, TX	Kansas City, MO	*San Diego, CA
Buffalo, NY	Key West, FL	*San Francisco, CA
Calexico, CA	*Laredo, TX	*San Juan, PR
Charleston, SC	*Los Angeles, CA	Savannah, GA
Charlotte Amalie, VI	Memphis, TN	*Seattle, WA
Chicago, IL	*Miami, FL	Tacoma, WA (McChord AFB)
Christiansted, VI	Milwaukee, WI	Tampa, FL
Cleveland, OH	Mobile, AL	Toledo, OH
Coos Bay, OR	Morehead City, NC	Tucson, AZ
Corpus Christi, TX	*New Orleans, LA	Wallingford, CT
Dallas, TX	Newport News, VA	Warwick, RI
Del Rio, TX	New York, NY	Washington, DC
Denver, CO	*Nogales, AZ	*West Palm Beach, FL
Detroit, MI	Norfolk, VA	Wilmington, DE
Dover AFB, DE	Pensacola, FL	Wilmington, NC
Duluth, MN	Philadelphia, PA	Wrightstown, NJ
Eagle Pass, TX	Phoenix, AZ	(McGuire AFB)
*El Paso, TX	Port Arthur, TX	
Fairfield, CA (Travis AFB)	Port Canaveral, FL	

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\*Inspection Stations.



## 730 Shortpaid Mail to the United States

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### 731 Computation of Postage Due

- a. The postal service of the country of origin identifies and marks shortpaid mail with a T stamp. Next to the T is a fraction that consists of the amount of postage deficiency (expressed in its own currency) divided by the country's international surface letter rate at the first increment.
- b. The receiving exchange office in the United States multiplies the T fraction by the U.S. international letter rate to determine the shortpaid amount in U.S. currency. This amount, plus a \$0.45 handling charge, accounts for the postage-due amount to be collected on delivery. The postage-due formula is:

$$\begin{array}{l}
 \text{T} \frac{\text{shortpaid amount}}{\text{surface letter rate of postage to U.S.}} \times \text{U.S. int'l letter-post rate} \\
 \\
 = \text{Postage deficiency in U.S. currency} \\
 \\
 + \$0.45 \text{ handling charge} \\
 \\
 = \text{Postage due amount}
 \end{array}$$

- c. The receiving exchange office in the U.S. will imprint stock rubber stamp R-1300-4, *Postage Due . . . Cents*, and enter the amount of postage due.
- d. The delivery office will collect postage-due mail in accordance with DMM P011.3.0 and Handbook F-1, *Post Office Accounting Procedures*.

### 732 Shortpaid Letters and Cards From Canada

Shortpaid mail from Canada is marked with a T in a circle with the actual amount to be collected entered in the circle. No handling charge is assessed or collected on shortpaid mail from Canada.

### 733 Shortpaid Items Bearing U.S. Postage

If an item bears U.S. postage, the delivery office must allow credit for its value when postage due is collected.

## 740 Irregular Mail

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### 741 Invalid Foreign Postage

A foreign originating mailpiece, which bears invalid postage and is accompanied by a letter of explanation from the origin postal administration, is to be rated as an unpaid postal item. Under those circumstances, the addressee should be asked to (1) pay the requisite postage due; (2) disclose the sender's name and address; and (3) surrender the envelope. After the mailpiece has been tendered to the addressee, the delivery Post Office facility should send the envelope (or the entire article, if refused by the addressee) with the letter of explanation and the sender's name and address (if disclosed by the addressee) to:

MANAGER INTERNATIONAL MARKETING  
INTERNATIONAL BUSINESS  
US POSTAL SERVICE  
1735 NORTH LYNN STREET  
ARLINGTON VA 22209-6020

### 742 Stamps Not Affixed

#### 742.1 Marking

Some items of foreign origin do not bear postage stamps, but instead are marked "POSTAGE PAID," "ON POSTAL SERVICE," "SERVICE DES POSTES," "TAXE PERCUE" or "TP," or "PORT PAYE" or "PP," followed by postmark. The marking *On Her Majesty's Service* or *O.H.M.S.* is also sometimes used. Treat this mail as prepaid.

#### 742.2 Parcels Without Postage Stamps

Some foreign post offices do not put postage stamps on parcels. All such parcels received must be regarded as prepaid.

### 743 Parcels Addressed Through Banks or Other Organizations

#### 743.1 Notification of Arrival

If a parcel is addressed to a bank or other organization for delivery to a second addressee, the Post Office facility will notify both addressees of the arrival of the parcel and will then deliver it to the first addressee, or hold it if the first addressee so requests. If the parcel is held, the Post Office facility will deliver it to the second address only with written permission from the first addressee, unless the sender has arranged for a change of address. If delivery to the second addressee involves forwarding the parcel to another Post Office facility, the parcel will be subject to forwarding postage as provided in 764.13. In all cases, electronic record management sites will

scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

#### 743.2 **Filing Authorization**

After delivery to the second addressee, the Post Office facility will keep the first addressee's written authorization for 1 year, in case of inquiry.

Authorizations will be filed as follows:

- a. For insured parcels: with addressees' receipts.
- b. For uninsured parcels: in any appropriate place.

### 744 **Foreign Dispatch Notes**

#### 744.1 **Delivery Instructions**

If parcels are received at delivery offices with dispatch notes (*bulletin d'expédition*) attached, deliver these notes with the parcels. Although dispatch notes have a space provided for the addressee's acknowledgment of receipt, they do not require signature. They must not be confused with foreign return receipts (*avis de réception*), which are completed as prescribed in 753.1.

#### 744.2 **Undeliverable Parcels**

If a parcel is returned as undeliverable, the Post Office facility will mark the dispatch note as well as the wrapper to show the reason for nondelivery and leave the dispatch note attached to the parcel.

#### 744.3 **Dispatch Notes Not Associated With Parcels**

Dispatch notes that cannot be associated with accompanying parcels may be disposed of as waste.

## 750 **Special Services**

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### 751 **Insured Parcels**

#### 751.1 **Identification**

##### 751.11 **Evidence of Insurance**

A number on a parcel is not sufficient evidence of insurance. An insurance endorsement is also required.

##### 751.12 **List of Insurance Endorsements**

The following are insurance endorsements that may appear on inbound insured parcels, depending on the language of the country of origin.

- a. *Insured.*
- b. *Asegurado or Valor Declarado.*

- c. *Assicurato* or *Valor Dichiarato*.
- d. *VD* or *Valeur Declaree*.
- e. *Wertangabe* or *Wertpaket*.

## 751.2 **Delivery**

Deliver international insured parcels in accordance with DMM S913.3.0 and POM 814.2.

## 751.3 **Indemnity Claims and Payments**

For detailed information concerning indemnity claims and payments for lost, rifled, or damaged insured parcels, see 930.

## 752 **Registered Mail**

### 752.1 **Identification**

#### 752.11 **Evidence of Registration**

A number on an item of mail is not sufficient evidence of registration. A registry endorsement is also required.

#### 752.12 **List of Registry Endorsements**

The following are registry endorsements that may appear on registered mail, depending on the language of the country of origin.

- a. *Certificado*.
- b. *Einschreiben*.
- c. *R* or *Registered*.
- d. *Raccomandata*.
- e. *Recommande*.
- f. *Registo* or *Registrado*.

#### 752.13 **Treatment of Registered Items**

All mail registered by the country of origin must be given the same handling as domestic registered mail.

**Exception:** Inbound registered printed matter from countries other than Canada must be removed from the registered mail system and given the same handling as domestic certified mail.

#### 752.14 **Treated as Ordinary Mail**

Any item without evidence of formal registration must be treated as ordinary mail. A sender's registry endorsement on such articles must be crossed out.

**752.2 Treatment by Office of Delivery****752.21 Delivery**

Record and deliver in accordance with DMM S911.4.0 and POM 812.4.

**752.22 Mail Unaccounted for After Assignment for Delivery****752.221 General**

When an item of registered mail assigned for delivery is not properly accounted for, make a record of the available facts concerning the item and file the report, pending a possible inquiry.

**752.222 Inquiries**

If an inquiry is received from the sender (see 928.24), ask the addressee whether the item was received. If the item was not received, make a full report promptly to the appropriate Postal Service inspector-in-charge.

**752.23 Indemnity Claims and Payments**

For detailed information concerning indemnity claims and payments for lost, rifled, or damaged registered mail, see 930.

**753 Return Receipt****753.1 Completion of Return Receipt Form**

Inbound registered or insured mail for which the sender requests advice or confirmation of delivery will be endorsed with the words "AVIS DE RECEPTION" or with the letters "A.R.," and be accompanied by a light red or pink card similar to PS Form 2865, *Return Receipt for International Mail*. The office of delivery must complete the receipt as follows:

- a. Have the addressee or an authorized agent date and sign the receipt with *ink*. When signed by an agent of the addressee, have the agent sign the addressee's name, followed by his or her own signature.
- b. Postmark the receipt in the appropriate spaces on both sides.
- c. Endorse the completed receipt "AIRMAIL" and dispatch it as unregistered mail.

**753.2 Foreign Receipt Form Missing**

When inbound registered or insured mail is marked *A.R.* or bears the notation *Avis de Reception* but is not accompanied by a receipt form, the delivery office must complete and attach a pink PS Form 2865.

**754 Restricted Delivery****754.1 Inbound Registered Mail**

Inbound registered mail, accompanied by a return receipt and bearing the notation *A Remettre en Main Propre* or *Restricted Delivery* should be delivered only to the addressee.

**754.2 Failed Delivery Attempt**

Failing delivery on the first attempt, a second attempt must be made to deliver this mail if it is likely this attempt will be successful. If appropriate, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner. See 770 for the treatment of undeliverable inbound mail.

**755 Recorded Delivery****755.1 Identification****755.11 Evidence of Recorded Delivery**

Recorded delivery items will bear a yellow numbered label and the endorsement “ENVOI ENREGISTRE” (or the equivalent in a language known in the country of origin).

**755.12 Treatment of Recorded Delivery Items**

Recorded delivery items must be handled as ordinary mail.

**755.13 Treatment by Office of Delivery**

A record of delivery must be retained by the office of delivery. Record and deliver in accordance with DMM S912.3.0.

**755.2 Inquiries**

Customers must complete PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*, to inquire about the delivery of a recorded delivery item. There is no additional charge for the inquiry if a return receipt was purchased at the time of mailing and the return receipt is not returned to the mailer (see 928.35).

## 760 Forwarding

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**761 General Procedures****761.1 Items Addressed to Foreign Countries**

Items addressed to foreign countries generally will be forwarded to a new address of the addressee in the country of destination, subject to collection of redirection charges prescribed by the internal regulations of the country.

**761.2 Forwarding to a Third Country**

The original destination country may forward an item to a third country if the item complies with the conditions required for its further conveyance, and the extra postage is paid at the time of redirection or the original destination country is satisfied that it will be able to recover the redirection charges.

**761.3 Endorsement Not to Forward**

The sender may forbid any forwarding by placing an endorsement to that effect on the wrapper in a language understood in the country of destination.

**761.4 Scanning Procedures**

Forwarded items should be scanned/entered into the handheld scanner along with the corresponding event code.

**762 Mail of Domestic Origin****762.1 Addressee Moved to Another Country****762.11 Letters and Postcards**

Postcards and unregistered letters that do not appear to contain merchandise and do not bear a notice forbidding forwarding may be redirected to the original addressee in another country. Letters and cards are forwarded without prepayment of additional postage.

**762.12 Mail Other Than Letters and Postcards**

*Domestic* mail (Periodicals Mail, Standard Mail (A), and Standard Mail (B)) addressed to a domestic addressee who has moved to another country must not be forwarded to another country but must be returned to the sender. Domestic mail that cannot be returned to the sender because of an incorrect, incomplete, illegible, or missing return address must be treated as dead mail and disposed of as provided in DMM F010. (See 762.2 for items bearing foreign return address.)

**762.2 Undeliverable Domestic Mail Bearing U.S. Postage and a Foreign Return Address**

- a. Domestic letters that do not appear to contain merchandise and domestic postcards that bear the sender's request for return must be returned to the foreign return address. Postcards not bearing the sender's request for return are disposed of as waste.
- b. If a mailer places a foreign return address on registered or certified letter mail, he or she is requesting, in effect, that the letter be returned to the foreign return address if it is not deliverable at the U.S. address. Further, the mailer thereby agrees, in case of loss of a registered letter after dispatch from the United States, to the indemnity payment provisions of 934, regardless of the amount of registry fee paid.
- c. First-Class Mail containing merchandise, Standard Mail (A) items, or Standard Mail (B) parcels, which bear a foreign return address, must be held at the Post Office of the addressee, while a request for instructions is sent to the International Claims and Inquiries Office (ICIO) that handles inquiries for the country in which the sender is located (see 931.21). Requests must include the following information:
  - (1) Names and addresses of sender and addressee.
  - (2) Weight of the item and any special services.

- (3) Nature and value of contents if known. The International Claims and Inquiries Office will contact the sender for disposition instructions, completion of the required customs forms, and payment of additional postage.
- d. All other undeliverable domestic mail other than letters, postcards, and parcels bearing a foreign return address must be treated as dead mail and disposed of as provided in DMM F010.

## 763 Items Mailed Aboard Ships (Paquebot)

### 763.1 General

Mail posted aboard commercial vessels on the high seas may bear postage stamps of the country whose flag the vessel flies. On arrival at a port, an officer of the ship must give the mail to the post office of the foreign city. That post office must cancel the stamps and dispatch the items. If the stamps are foreign, the Post Office facility must use a special *Paquebot* postmark or apply the word "PAQUEBOT" to the envelope in ink or with a rubber stamp.

### 763.2 Mail Forwarded by Air

Mail to be forwarded by air must be accompanied by International Form CN 65, *Bill. Weight of Airmail Items* (formerly AV-2) (similar to PS Form 2710, *Statement of Net Weight of the Airmail*), prepared by the ship's officer, showing the weight of the items for each destination, including the United States. The receiving Post Office facility must postmark Form CN 65 in the lower right section titled "Timbre du bureau destinataire." When airmail is presented at a Post Office facility that is not an international airmail exchange office, the postmaster must transmit the Form CN 65 to the nearest installation listed below:

INTERNATIONAL RECORDS UNIT  
US POSTAL SERVICE  
BUILDING 250  
JOHN F KENNEDY INTERNATIONAL AIRPORT  
JAMAICA NY 11430-9506

INTERNATIONAL RECORDS UNIT  
US POSTAL SERVICE  
11690 NW 25TH ST  
MIAMI FL 33172-1702

INTERNATIONAL RECORDS UNIT  
US POSTAL SERVICE  
ROOM 216  
2850 BAYSHORE BLVD  
DALY CITY CA 94013-0015

### 763.3 Mail Posted on a U.S. Ship

Mail posted aboard a U.S. ship on the high seas, or aboard any ship while in a U.S. port, must bear U.S. stamps and is *not* entitled to *Paquebot* cancellation at a U.S. Post Office facility.



**763.4 Forwarding Ship Passenger and Crew Mail****763.41 Items That Do Not Contain Merchandise**

As an alternative to 762 and 764, unregistered items or correspondence that does not contain merchandise addressed to crew members or passengers on board a ship may be forwarded in the international mail, by surface or air, in one forwarding envelope addressed to a ship or travel agency under the following conditions:

- a. The forwarding envelope in which the items are forwarded should measure approximately 6 x 9 inches and be supplied by the sender. Do not put postage on forwarding envelope, but place the following endorsement in the upper right corner: "THIS ENVELOPE CONTAINS PREPAID LETTERS FORWARDED IN BULK BY AUTHORITY OF THE VICE PRESIDENT, INTERNATIONAL BUSINESS, U.S. POSTAL SERVICE. ANY REQUIRED ADDITIONAL INTERNATIONAL POSTAGE HAS BEEN AFFIXED TO THE ARTICLES ENDORSED."
- b. The forwarding envelope must be presented unsealed at the mailing office for a check of its contents. Any additional postage required must be paid on each of the articles enclosed, as follows:
  - (1) *Articles of U.S. origin.* Pay on each article the difference between the postage already paid and the appropriate international rate (surface or air) to the new country of destination.
  - (2) *Articles originating in other countries.* If the envelope is to be forwarded by air, affix full air postage from the United States to the new country of destination on each article enclosed. No additional postage is required if the envelope is to be forwarded by surface means.
- c. If the envelope is intended to be sent by air, place Label 19-A or Label 19-B in the upper left corner of the envelope immediately below the return address of the sender.
- d. The total weight of the forwarding envelope and its contents is limited to 18 ounces.

**763.42 Accepting Employee's Responsibility**

The accepting employee must check the envelope to see that any required additional postage has been purchased, affixed, and canceled, and then seal the envelope. The accepting employee must also apply the office date stamp and his or her initials immediately below the sender's endorsement prescribed in 763.41a.

**764 Mail of Foreign Origin****764.1 Forwarding Within the United States****764.11 Mail Other Than Periodicals and Parcels**

Except for periodicals and parcels, items received by surface may be forwarded within the United States by surface and items received by air may

be forwarded within the United States by air without an additional postage charge or fee, unless there is a notation forbidding their being forwarded.

764.12 **Periodicals**

764.121 **Periodicals from Canada**

Periodicals Mail publications *from Canada* are forwarded in the same manner as domestic Periodicals Mail (see DMM F010.5.2).

764.122 **Periodicals from Other Countries**

Periodicals from *all other countries* will be forwarded, at no charge, for 60 days from the effective date of the change-of-address order. If the periodical is received after the 60-day forwarding period, the Post Office facility of original destination address must handle it as follows:

- a. If it bears the sender's request for return, it must be endorsed "MOVED, NOT FORWARDABLE," and returned to origin.
- b. All other periodicals and any subsequent copies received must be disposed of as waste.
- c. At no time will an address correction notice be provided to the mailer.

764.13 **Parcels**

764.131 **Surface**

- a. A parcel may be forwarded to the original addressee or to an alternate addressee at another Post Office facility in the United States by surface transportation, subject to collection on delivery of postage at the U.S. domestic zone rate.
- b. The Post Office facility forwarding a parcel by surface in the United States must mark the wrapper "POSTAGE DUE," and indicate the amount of domestic postage necessary for forwarding and any applicable storage charges.
- c. When delivering a forwarded parcel, the Post Office facility must collect the necessary amount for domestic transmission, even if the *Postage Due* marking is omitted. The customs clearance and delivery fee described in 712 is also collected on any forwarded, dutiable parcel.

764.132 **Air**

Forwarding by air must be prepaid.

764.2 **Forwarding to Another Country**

764.21 **Mail Other than Periodicals and Parcels**

764.211 **General**

Items may be forwarded to another country if that country accepts mail of the classification involved.

764.212 **Method of Forwarding**

Airmail letters and cards marked "PRIORITY," which do not bear instructions forbidding their forwarding, are forwarded by air without additional postage. Surface and all other items and parcels are forwarded by surface.

**764.22 Periodicals**

The provisions of 764.12 apply in the case of publications addressed to persons who have filed a change of address to another country.

**764.23 Parcels****764.231 Forwarding by Surface Mail**

If the addressee has moved to the country of the parcel's origin and no instructions are given to deliver to a second addressee in the United States, the Post Office facility will mark the parcel "MOVED," show the forwarding address of the addressee, and send it by surface transportation, including parcels originally received by air, after crossing out the "PAR AVION" label or other airmail marking, to the appropriate exchange office for return to the country of origin.

**764.232 Delivery to an Alternate Addressee**

If the addressee has moved to a third country or if the sender has included instructions for delivery to an alternate addressee in a third country, the Post Office facility must hold the parcel and request instructions from the international claims and inquiries office for the country of the addressee or sender (see 931.21). Requests should include the following information:

- a. Names and addresses of sender and addressee, or alternate addressee.
- b. Weight of the parcel.
- c. Whether the parcel is insured.
- d. Nature and value of the contents as shown on the customs declaration.

**764.233 Undeliverable as Addressed Parcels**

If the parcel is undeliverable as addressed and (a) sender instructs that, in that event, parcel is to be abandoned, or (b) there is no return address or forwarding address, then handle parcel in accordance with 772.15 and 772.32(c).

**764.24 Customs Entry Forms**

Detach both copies of CF 3419, affixed to dutiable mail being forwarded to another country, and treat them as prescribed in 713.32.

**764.3 Backstamping**

A legible postmark must be applied to (a) the back of letters and to the front of postcards when received missent and (b) to all forwarded or returned items.

**765 Directory Service**

Foreign mail, except foreign circulars, is provided directory service (see DMM F010.3.0).

**Note:** Foreign mail bearing letter-class postage, received in quantities, and having the general characteristics of circular mail, must not be given directory service.

## 766 Retention Period

### 766.1 General Procedure

Post Office facilities must hold international mail items for pickup by the addressee for 30 days. However, inbound Express Mail items must be treated as prescribed in *Domestic Mail Manual* D042.1.7.

### 766.2 Exceptions

#### 766.21 Refused, Undeliverable, or Unforwardable Item

An item refused or known to be neither deliverable nor forwardable must be treated as undeliverable immediately.

#### 766.22 Request for Return

Items enclosed with a sender's request for return within a specified period may be held for the period specified, not to exceed 60 days.

#### 766.23 Items Conditionally Refused by Addressee

An item conditionally refused by the addressee because of the duty assessed (see 713.233 for the procedure when the addressee asks that the U.S. Customs Service reconsider the duty) is held until the customs office gives a decision on the protest. If no decision is reached within 30 days, the customs office should be asked to expedite its decision.

#### 766.24 Items Returned From Customs Custody

An item returned from customs custody with advice that the addressee has not complied with required customs entry procedures must be treated immediately as undeliverable.

#### 766.25 Request for Delivery to Alternate Addressee

An item bearing the sender's request for delivery to an alternate addressee must be held 15 days at the disposal of the first addressee and 15 days at the disposal of the second. If the alternate addressee is at another Post Office facility, the item is forwarded subject to 764.1, and the 15-day period begins from the day of receipt at the second office of address.

## 770 Undeliverable Mail

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### 771 Mail of Domestic Origin

#### 771.1 General Procedure

Items that originate in the United States and are found to be undeliverable in the destination country will generally be returned to the U.S. sender.

#### 771.2 Exceptions

Ordinary (unregistered) items of printed matter, other than books, are not returned, unless the sender has requested their return. Parcels whose customs declaration requests abandonment in event of nondelivery are usually not returned.

#### 771.3 Endorsements

Mail returned to the United States should bear an endorsement specifying the reason for nondelivery. The following French and Spanish language endorsements are frequently noted on returned mail:

Adresse Insuffisant (Fr)	Insufficient Address
Insuficiente (direccion) (Sp)	Insufficient Address
Parti (Fr)	Left (Gone Away)
Ausente (Sp)	Left (Gone Away)
Demenage (Fr)	Moved
Decede (Fr)	Deceased
Fallecido (Sp)	Deceased
Murio (Sp)	Deceased
Inconnu (Fr)	Unknown
Desconocido (Sp)	Unknown
Non Reclame (Fr)	Unclaimed
No Reclamado (Sp)	Unclaimed
Refuse (Fr)	Refused
Rehusado (Sp)	Refused
Objets Interdits (Fr)	Prohibited Items
Objectos Prohibidos (Sp)	Prohibited Items
License d' Importation Manque (Fr)	No Import License
De passe le Poids Reglementaire (Fr)	Overweight Parcel
En Sus de la Norme (contenu) (Fr)	Contents Exceed the Limits
Rezagos (Sp)	Return-Undeliverable

#### 771.4 Remailing of Returned Mail

New postage must be applied to returned items, which are subsequently reentered into the mail.

**771.5 Return Charges for Letter-Post Mail****771.51 General Procedure**

Except as noted in 771.52, undeliverable-as-addressed letter-post mail that a foreign postal administration returns to the U.S. sender is *not* subject to the payment of return charges. This provision applies to postal items that were originally entered at the following rates of postage:

- a. Airmail or economy (surface) letter-post.
- b. Post card/postal card.
- c. International Priority Airmail (IPA).
- d. Airmail or economy (surface) M-bag.
- e. International Surface Airlift (ISAL).
- f. Economy (surface) books and sheet music.
- g. Economy (surface) publishers' periodicals.

**771.52 Exceptions**

Delivery Post Office facilities should collect return charges from the U.S. sender under the following circumstances:

- a. If a returned letter-post item bears a short-paid endorsement that was originally applied by the Postal Service dispatching exchange office, the delivery office should collect the amount of the postage deficiency that would otherwise have been collected from the foreign addressee.
- b. If a returned letter-post item bears a collection instruction that was applied by a Postal Service International Service Center (ISC), international exchange office, or mail recovery center, the delivery office should collect the "due amount" that is specified on the mailpiece.

**771.6 Return Charges for Parcel Post**

On delivery to the sender, return parcels are subject to collection of return postage and any other charges, including charges assessed by the foreign postal authorities. The amount of such charges will be indicated by the international exchange office, usually on a PS Form 2993, *Returned or Redirected Parcel* (label).

**771.7 Handling of Returned Parcels****771.71 Refused by Sender**

If the sender refuses a returned parcel, it must be disposed of as dead parcel post.

**771.72 Sender Has Moved to Another U.S. Address**

If the sender has moved to another address in the United States, the returned parcel may be redirected, subject to forwarding postage, at the U.S. domestic zone rate.

**771.73 Sender Has Moved to Another Country**

If the sender has moved to another country, the Post Office facility must hold the parcel and request instructions from the international claims and inquiries office that handles international inquiries for the country in which the sender (or address) of the parcel is located. Requests should be sent to the postmaster at the appropriate international claims and inquiries office shown in 931.23, and include the following information:

- a. New address of the sender.
- b. Amount of return charges due on the parcel.
- c. Weight of the parcel.
- d. Whether the parcel is insured.
- e. Nature and value of the contents as shown on the customs declaration.

**772 Mail of Foreign Origin****772.1 Marking****772.11 Reason for Nondelivery**

At the end of the retention period, undeliverable items must be endorsed with the reason for nondelivery (see DMM Exhibit F010.4.2).

**772.12 Postmarking**

Apply a legible postmark to back of return letters and front of return postcards.

**772.13 Address**

Cross out but do not obliterate the address, and draw an arrow to return address.

**772.14 Method of Return**

Undeliverable airmail letters and cards and all letter-post items marked "PRIORITY" are returned to origin by air. All parcels and other items are returned by surface. Any "AIRMAIL" or "PAR AVION" endorsements or label must be obliterated on undeliverable items returned by surface.

**772.15 Abandoned Parcel**

If the sender of a parcel has given instructions on the wrapper or dispatch note that the parcel is to be abandoned if undeliverable, endorse the parcel "ABANDONED" (see 772.32c).

**772.2 Dutiable Mail**

Detach both copies of CF 3419 and treat them in accordance with 713.33 and 713.52.

**772.3 Disposal****772.31 General Procedure**

Dispatch undeliverable air letters, aerogrammes, and air postcards bearing a return address to the appropriate air exchange office as if they were originating mail. Dispatch all other undeliverable air items and all undeliverable surface items to the appropriate surface exchange office as if they were originating mail.

**772.32 Exceptions**

The following exceptions apply:

- a. Postcards that do not bear the sender's request for return and postcards with no return address are disposed of in accordance with DMM F010.5.0.
- b. Ordinary (unregistered) printed matter, other than books, which does not bear the sender's request for return, is disposed of in accordance with DMM F010.8.1b. Books and registered prints must always be returned to origin.
- c. Parcels with no return address or endorsed "ABANDONED" (see 772.15) must be sent to the appropriate mail recovery center. If the parcel was assessed duty, detach CF 3419 and report it as an uncollected item (see 713.52) before forwarding it to the appropriate mail recovery center.
- d. Canadian Periodicals Mail publications are treated in accordance with DMM F010.5.2.
- e. Canadian originating mail of all classifications not covered by *a* and *b* above and not bearing the sender's name and address must be sent to the following address:

UNDELIVERABLE MAIL OFFICE  
CANADA POST CORPORATION  
1860 MIDLAND AVE UNIT 1  
SCARBOROUGH ON M1P 2M0  
CANADA



## 780 Items Mailed Abroad by or on Behalf of Senders in the United States

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### 781 Postage Payment Required

Payment of U.S. postage is required to secure delivery of mail when the mailing is by or on behalf of a person or firm that is a resident of the United States and the foreign postage rate applied to such items is lower than the comparable U.S. domestic postage rate.

### 782 Definition of Terms

#### 782.1 Resident

A resident of the United States includes any firm that has a place of business in the United States or is incorporated or otherwise organized in the United States, its territories, or its possessions.

#### 782.2 By or on Behalf

A mailing is made by or on behalf of a person or firm that is a resident of the United States if such a resident seeks or expects to derive economic benefit or advantage from that mailing.

#### 782.3 Place of Business

A place of business in the United States is any location in the United States, its territories, or its possessions where a firm's employees or agents regularly have personal contact with other individuals for conducting the firm's business. For the purposes of this section, a firm whose employees or agents have personal contact with others for conducting the firm's business in different places in the United States for short periods (for example, at hotels in different cities for 1 or 2 days at a time) is considered to have a place of business in the United States if the aggregate amount of time spent in the United States is 180 days or more within 12 consecutive months.

#### 782.4 Agent

The use of a nonexclusive agent in the United States for the sole purpose of accepting orders and remissions for transmission to a firm in another country or for the sole purpose of distributing merchandise manufactured in another country and shipped to the United States in bulk does not by itself establish a place of business in the United States.

### 783 Advance Payment Required

#### 783.1 Sample Mailpiece

A sender affected by the provisions in 781 must submit a sample mailpiece (envelope and contents) from the proposed mailing; a statement about the

number of items to be mailed, the date of mailing, and the place of mailing; and a check, made payable to the U.S. Postal Service, to cover the amount of the applicable U.S. postage. The sample mailpiece, statement, and check must be sent to:

MANAGER INTERNATIONAL MARKETING  
INTERNATIONAL BUSINESS  
US POSTAL SERVICE  
1735 NORTH LYNN STREET  
ARLINGTON VA 22209-6020

#### 783.2 **Headquarters Notification**

Headquarters provides notification of postage acceptance and approval of the mailing to the sender and to the receiving U.S. exchange office. This notification permits the items in the mailing to go forward to the addressees without delay when the items reach the United States.

### 784 **Advance Payment Not Made**

#### 784.1 **Return or Disposal of Items**

Items may be returned to origin or disposed of in accordance with Postal Service regulations if U.S. postage is not paid.

#### 784.2 **Mailings Without Advance Payment**

A mailing subject to the provisions in 781 received without advance payment of U.S. domestic postage is held at the receiving U.S. exchange office. The exchange office reports the mailing to the manager of International Pricing, Postal Service Headquarters. (The exchange office is advised to release the mail when the applicable postage is paid.) The report must contain the following information:

- a. Title and/or nature of the items.
- b. Identity of the sender.
- c. Number of items detained.
- d. Weight of a single item.
- e. Foreign postage paid per item.
- f. Country of mailing.

### 785 **Report of Mailings**

The receiving U.S. exchange office must report any mail appearing to be subject to the provisions of this subchapter to the manager of International Pricing, Postal Service Headquarters.